

Office Technician (General & Typing)

Knowledge, Skill, Ability, and Personal Characteristic Statements

Rating Results

1	Ability to organize information from various sources in a semantically or categorically functional order.
2	Ability to research information regarding work related projects using various resources.
3	Ability to conduct research of various written and electronic materials to compile information and data.
4	Ability to use the Internet to conduct "on-line" research and obtain information related to projects or assignments.
5	Ability to gather information from individuals regarding work related tasks.
6	Ability to determine where information can most efficiently be acquired.
7	Ability to write correspondence using proper grammar, punctuation and sentence structure.
8	Ability to prepare concise written summaries of information received verbally and in writing.
9	Ability to take accurate written notes when documenting information received verbally, in writing, or during meetings.
10	Knowledge of proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or reviewed written materials are complete and accurate.
11	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
12	Ability to proofread memos, letters, and reports to ensure that documents have been properly edited and formatted.
13	Ability to maintain confidentiality when handling sensitive and/or proprietary information.
14	Ability to use tact and diplomacy when dealing with the needs, problems, and/or concerns of departmental employees, the public, and representatives of other State agencies.
15	Ability to clearly and concisely articulate ideas to a variety of individuals.
16	Ability to interpret and explain policies, procedures, rules, and/or regulations to departmental employees, the public, vendors, and other State agencies.

17	Ability to establish and maintain cooperative working relationships with internal and external colleagues.
18	Ability to handle hostile or irate individuals by making appropriate statements and minimizing argumentation.
19	Knowledge of spoken English language to formulate proper sentences and speak to others clearly.
20	Ability to verbally communicate with people at various levels of understanding.
21	Ability to accurately transcribe information from various sources to relay to other parties.
22	Ability to work with others to resolve differences for the benefit of the team or project.
23	Ability to listen to others to facilitate an open exchange of ideas that provide for effective two-way communication.
24	Ability to coordinate with others to accomplish work-related activities.
25	Ability to use and comprehend numerical data for various work related projects.
26	Ability to listen and identify relevant points in various situations (e.g., voicemail, meetings, training) so that the information can be summarized.
27	Knowledge of basic mathematical operations (e.g., addition, subtraction, multiplication, division) to perform work related duties.
28	Ability to objectively identify facts and implications related to a situation before drawing conclusions and determining courses of action.
29	Ability to anticipate future consequences of present decisions or courses of action.
30	Ability to identify information, materials, and resources needed to complete projects and assignments.
31	Ability to understand information received verbally to complete assigned tasks.
32	Ability to apply information received verbally to complete assigned tasks.
33	Ability to understand information received in writing to complete assigned tasks.
34	Ability to apply information received in writing to complete assigned tasks.
35	Ability to follow written instructions to complete assigned tasks.

36	Ability to analyze written information to determine importance of correspondence.
37	Ability to read correspondence and assess the importance in relation to formality, nature, pertinence (deadlines) and source.
38	Ability to read and understand the English language to respond to correspondence, utilize reference materials, and ensure the legibility of documents.
39	Ability to maintain detailed records of work-related activities.
40	Ability to work independently, taking initiative, and follow through with projects that have been started.
41	Ability to prioritize work assignments and in-basket materials to ensure the completion of the most critical tasks or projects.
42	Ability to manage workload and assignments in order to meet work unit and project objectives and deadlines.
43	Ability to work under the pressure of a heavy workload and/or tight timelines when completing work assignments.
44	Knowledge of proper filing techniques to create and maintain an organized series of necessary files to store and retrieve electronic information.
45	Knowledge of proper filing techniques to create and maintain an organized series of necessary files to store and retrieve hardcopy information.
46	Knowledge of office procedures (e.g., filing, answering telephones, receptionist duties, supply/equipment ordering, etc.) to perform daily assigned duties.
47	Knowledge of alphabetical order to file and retrieve job-related materials.
48	Knowledge of numerical sequence to file and retrieve job-related materials.
49	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing assignments.
50	Ability to use a personal computer to input data, access information, and/or create materials and documents using a variety of software applications.
51	Skill in typing 40 words per minute with minimal errors.
52	Ability to use word processing software to develop and format written documents, such as memos and letters.
53	Ability to enter data/information into a computer using a key board and similar equipment with minimal errors.
54	Ability to use spreadsheet software to create basic tables and/or graphs.

55	Knowledge of basic electronic-mail functions (email), including sending and receiving messages, attaching documents, and appending carbon copies (CC) and blind-carbon-copies (BCC).
56	Ability to use database software to input, organize, track and retrieve data.
57	Ability to use a scanner or a specialized program to convert a physical document to an electronic format.
58	Knowledge of scheduling software to organize meetings, appointments or events.
59	Ability to maintain high ethical standards in completing all assignments and projects.
60	Ability to use and operate a variety of basic office equipment (e.g., telephones, copiers, fax machines, scanners) in the course of completing assigned work tasks.
61	Ability to bend, climb, stand, sit, and walk for periods of time long.